Kiwi.com Flight Disruption & Guarantee Manual

How to Handle Delays, Cancellations & Missed Connections

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Initial In-App Reporting

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Open your Kiwi mobile app or web account immediately upon delay, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Navigate to 'My Trips' and select the disrupted flight leg, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Click 'Help' or 'Contact us' to flag the disruption in real-time, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Connecting via your specific trip profile speeds up emergency processing, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Avoiding Phone Scams During Flight Disruptions

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Use the in-app chat widget instead of calling unknown phone numbers, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Kiwi does not provide general inbound telephone support for most issues, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Fake phone numbers online aim to steal travel funds during emergencies, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Rely only on verified chat reps inside your active booking session, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Escalating Disruption Tickets

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If the automated bot fails to offer alternative flights, ask for a human, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Explicitly demand escalation to the emergency disruption specialist team, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Remind the representative that manual rebooking requires senior sign-off, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Stay active in chat until your new boarding passes or refund is issued, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Formal Claims & External Legal Actions

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File formal monetary claims through the Claims / Refunds portal, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Attach hotel bills, food receipts, and transportation expenses, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Formal submissions are archived and legally binding for review, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Escalate unresolved issues to the European Consumer Centre (ECC), 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

📞 **+1 • 888 • 794 • 3564 UK +44 203-190-8710**

Contact the US Department of Transportation (DOT) for US flight issues, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Initiate a chargeback dispute through your banking institution if necessary, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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